



RICHMOND ENHANCING ACCESS  
TO COMMUNITY HEALTHCARE



# REACH and *MORE* Access

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# What's happening in Virginia?

- Large network of free clinics and Federally Qualified Health Centers
- Significant support from Governor and Secretary of Health and Human Resources
- 4+ Healthy Communities Access Program grants
- HRSA State Planning Grant
- National Governor's Association Demonstration Project



# What's happening in Richmond?

- One (1) Federally-Qualified Health Center (FQHC)
- One (1) Health Care for the Homeless
- Four (4) “free clinics”
- Homeless respite
- Some charity care at area health systems
- VCU Health System



# Mission Statement

REACH exists to:

- *Promote collaboration* among its members;
  - *Increase access* to a comprehensive continuum of quality healthcare services;
- thereby, strengthening the healthcare delivery system



# REACH Goals

- Increase access to health care services
- Promote more appropriate use of health care system
- Enhance cultural competency of health services
- Increase the service delivery capacity of the safety net
- Strengthen the metro Richmond safety net
- Facilitate collaboration



# Accomplishments

- Incorporated and received 501 (c)(3) status
- HIPAA education and technical assistance
- Effective public relations
- On-line directory ([www.reachva.org](http://www.reachva.org))
- Broader community involvement
- Submitted 1,260 applications for various state and local health programs since September 2002



# Current Initiatives

- Richmond Medication Assistance Program
- Behavioral Health Task Force
- Access to Perinatal Care
- Advocacy
- Sustainability
- *MORE Access*





# Functionality

- Password protected tool
- Role-based access, which limits screens, data and functions within *MORE Access*

A screenshot of a web browser window titled "REACH.MORE Access - Microsoft Internet Explorer". The browser's address bar shows "reach more". The main content area displays a "User Login" form. The form has a title "User Login" and a subtitle "Please enter your UserID/Password information to log into the system." Below this, there are two input fields: "UserID:" with the value "lko\_to" and "Password:" with masked characters "\*\*\*\*\*". At the bottom of the form are two buttons: "> Login" and "> Clear".

REACH.MORE Access - Microsoft Internet Explorer

reach more

User Login

Please enter your UserID/Password information to log into the system.

UserID: lko\_to

Password: \*\*\*\*\*

> Login > Clear



# Functionality

- Financial and demographic is available to *MORE* Access users across the community, facilitating access to services
- Daily batch up-load from existing practice management systems at four (4) providers
- Prints pre-populated forms for Children's Health Insurance and Medicaid for Pregnant Women



# Technical Information

- Limited access ensured by connecting to Virtual Private Network (VPN), hosted by VCU Health System
- Web-based tool with N-tier client server architecture and single data store
- Users connect using Internet Explorer
- Data entry and user requests are made using a Macromedia Flash client
- Requests and responses are exchanged between the server and Oracle database using XML
- Application logic is written in JAVA (Sun J2EE Servlet standard)



# Modular and Standards-Based

- HL-7
- Incorporated existing HIPAA regulations
- Built on an Oracle database
- Able to expand to N users



# How It Works

- Search for patient in *MORE Access*
- If patient is not found, enter into *MORE Access*



REACH.MORE Access - Microsoft Internet Explorer

REACH more

Name: lko\_sa, Linda User ID: lko\_sa Date: 08/20/2002 Provider: Xperts

> Search > Demographic > Financial > Administration

General Employment

Patient Information

Name: Pamela A. Gamer SSN: 123-45-6841 Patient ID: 67

Alias: Date of Birth: 02 19 1970 (33 yrs) U.S. Citizen: Gender: Female

Country of Origin: United States Marital Status: Married Race: White

Home Contact Information

Address: 175 MainStreet Ave.

Address: 175 MainStreet Ave.

City: Richmond County: UNKNOWN

State: VA Zip: 23060

Phone: 804 872-5591 x 227 Cell: 804 967-0701

Mail Address Information

Address: 175 MainStreet Ave.

Address: 175 MainStreet Ave.

City: Richmond County: UNKNOWN

State: VA Zip: 23060

Homeless: Shelter:

Additional Information

Hispanic Ethnicity: Pregnant:

Language at Home: Highest Education: Unknown Level Completed:

Visit Information

Last Provider: Date Visited:

Deleted:

Consent form on File? Print Form Modified: 08/20/2002 Provider: Xperts Modified By: ds\_sa

Print Patient Search List Photograph Register New Patient Save Info



REACH.MORE Access - Microsoft Internet Explorer

REACH more

Services Directory

Name: lko\_sa, Linda User ID: lko\_sa Date: 08/21/2002 Provider: Xperts

Search Demographic Financial Administration Household Income Eligibility

Patient Name: Garner, Pamela A Patient ID: 67

Related Persons

Patient ID	Full Name	BirthDate	Type	Relationship	Legally Related	Same Home
96	Gardner W Kevin	11/25/1959	emergency cont	Husband	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
98	Gardner Hobbes	01/01/1996	dependent	Son	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Total Count: 2

New Person

Modified: 08/20/2002 Provider: Xperts Modified By: ds\_sa

Print Patient Search List Register New Patient Save Info



REACH.MORE Access - Microsoft Internet Explorer

REACH more

Services Directory

Name: lko\_sa, Linda User ID: lko\_sa Date: 08/20/2002 Provider: Xperts

Search Demographic Financial Administration Household Income Eligibility

Patient Name: Garner, Pamela A Patient ID: 67

Income Details

Type	Amount	How Often	Source	Verified	On File Location
Wages Head of household	50	Weekly	Income Addition Test data	<input checked="" type="checkbox"/>	Xperts
Child Support Income	100	Monthly	Child Support	<input type="checkbox"/>	Xperts

Total Income: \$ 3800 per year New Income

Expense Details

Type	Amount	How Often	Source	Verified	On File Location
Tax	15	Monthly	Income Deduction test data	<input type="checkbox"/>	Xperts
Benefits	50	Monthly		<input type="checkbox"/>	Xperts

Total Expenses: \$ 780 per year New Expense

Print Patient Search List Register New Patient Save Info





# How It Works

- After entering demographic and financial information, tool estimates eligibility based on information provided

REACH.MORE Access - Microsoft Internet Explorer

REACH more Name: lko\_sa, Linda User ID: lko\_sa Date: 08/20/2002 Provider: Xperts

> Search > Demographic **Financial** > Administration

Household Income Eligibility

Patient Name: Garner, Pamela A Patient ID: 67

Eligibility Information

Program / Scale	Eligibility Status	Percent Eligible	Screening Date	ReDetermination Date	
MEDICAID	Pending	0 %	08/20/2002	08/20/2003	Update
FAMIS	Pending	0 %	08/20/2002	08/20/2003	Update
BONSECOURS	Pending	0 %	08/20/2002	08/20/2003	Update
CRAIG	Pending	0 %	08/20/2002	08/20/2003	Update
VCUHS	Pending	0 %	08/20/2002	08/20/2003	Update
HCA	Pending	0 %	08/20/2002	08/20/2003	Update
RYAN	Pending	0 %	08/20/2002	08/20/2003	Update
VJH	Pending	0 %	08/20/2002	08/20/2003	Update

Print Patient Search List Register New Patient



# Pros of Developing MIS

- Custom solution
- Can make changes, as needed, to accommodate for changing business needs
- Facilitates partner buy-in
- Modular to allow addition of new functionality, rather than a patchwork of various proprietary applications



# Evaluation

- Pre- and post-surveys of patients and health center directors
- Counts of patients screened and enrolled in various programs

# Cons of Developing an MIS

- Expensive
- Time consuming
- Sometimes difficult to get full-participation of safety net provider staff during planning phase, as providers have limited staff
- Scope creep
- HCAP project staff had little application development experience



# Future MIS Components

- Care Coordination
- Pharmacy
- Decision support tool, including GIS
- Document imaging



# Lessons Learned

- Find an IT vendor willing to develop a relationship with your consortium and understand your business needs
- Well-define MIS needs before releasing RFP or approaching prospective vendor (or expect to pay for assistance from vendor)
- Support of third-party IT consultant may facilitate process
- Allow more time than you think it will take to complete the project
- PR with users after implementation is needed



## Lessons Learned

- Importance of communication and building relationships
- Consider individual organizations' concerns and perspectives
- Negotiation skills, tact and diplomacy are paramount
- Value of in-kind support
- Flexibility in program planning
- Cultivate and nurture partnerships
- Stick with the plan
- Keep a “can do” attitude



# Contact Information

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